Application/Control Number: 09/855,860

Art Unit: 2600

CLMPTO 09/22/04 JW

Cancel Claims 1-28

Amend Claims 45,

 (PreviouslyAmended) A method of processing a telephone call from a celler, the method including:

receiving the belephone call;

(dentifying a telephone number associated with the telephone call)
retrieving information associated with the caller from a database based on
the telephone number;

generating code, at a telephony server, for a web page that contains the information associated with the caller, wherein the web page is associated with an identifier; and

transmitting the identifier associated with the web page to an agent selected to answer the telephone call.

30. (Previously Presented) The method of claim 29, including displaying the web page to the agent.

Application/Control Number: 09/855,860 Art Unit: 2600

- 1 11. Previously Presented. The method of claim 28, including antibibiling a connection between the caller and the agent.
  - (Previously Freezenick) The method of claim 25, wherein the identifier essentiated with the web page is a underen resource locates (LIRL).
  - 23. (Proviously Presented) The stathed of claim 18, brouding missing the agent is prevent the specimal follophone call before transmitting the identifier associated with the web 1929.
  - 34. Greedouthy Amended) The method of claim 16, refurein the agent is referred.

    Desert on the information associated with the culture.
  - (Previously Amended) A system for processing a tulephone call from a caller, the system and technique.
    - a consisting mechanism to receive the talephone call;

      an identification mechanism to identify a falighone number successful
      with the talephone call;
    - a seitteval insertumiem to minisva independent acceptated with the called customer acceptance on the sentence of the acceptance acc
    - a web page generaling maximism to generally code, at a talephony server, for a web page that combined the information associated with the caller, wherein the real page is associated with an identifier; and
    - a transmission mechanism to because the identifier spectated with the two page to an agent extented to answer the holophore call.
  - 38. (Previously Presented) The system of claim 38, including a display mechanism for displaying the test page to the selected again.
  - (Previously Presented) The system of claim 33 including a convenient device to subblish a connection between the calls: and the selected agent.
  - 18. Preciously Amended) The system of data 85 including a solution out thatian in select the equal to among the telephone aab.
  - (Freebruity Amended) The system of claim 18, wherein the selection mechanism selects the agent bread on the retrieved information that is associated with the cultre.
  - (Previously Amended) A machine-readable medium having stored thereon a sequence of instructions that, when associated by a metricus, crosses the metricus for

Application/Control Number: 09/855,860 Art Unit: 2600

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receive a telephone call from a callet,

identify a felophore mutaket estacished with the telephone call;
tections information experients with the callet from a dalabase based on
the (a) sphone number;

generate code, at a balephory server, for a wab page that combains the brickmenton escolated with the caller, wherein the web page is associated with an identifier; and

interests the Marchier esculated with the web page to an agent will sind to answer the balephone call.

- 61. (Previously Presented) The method of claim \$0, wherein he wish page includes an interactive web page that enables the agent to account additional information.
- 63. Previously Presented) The method of claim 10, wherein the Identific associated with the web page is communicated to an agent dashdop application that relatives and displays the web page.
- 43. Previously Free mind) The system of cisim 34, wherein the display machinem displays on intersective web page that enables the mineral agent to access additional information.
- 16. (Previously Presented) The system of claim 18, wherein the transmission mechanism communities in the identifier masses and with the web puge in an again decision application that retireves and displays the web page.
- (Currently Amended) A system to process a talephone tall books called, the system including:
  - a first masers for sectioning the telephone call;
  - a second areans too identifying a triaphone number associated with the received triangue cally
  - a third means for retrieving information assessed and in the culter from a durations based on the identified playing survivary.
  - a fair th means for generating code, at a lalgeboom sector, for a web page to thus contains the fractmentors respondence with the callon velocities the web page to associated with an identifier; and
  - e little makes the employed the identifies associated with the web page to an agree selected to excess the religiblests call.